Scorecards

Information Technology

7 No filter		lter	No grouping					
Proj	ect M	lanag	jement					
8	Δ₩		Name	Actual	Target	Variance	Variance %	Time Period
•	-	-	# of EPM Active Projects	32	15	17	113%	FY 09, Q2, Dec
•			Percent of Projects - " On Track"	91.50%	90.00%	1.50%	1.67%	FY 09, Q2, Dec
			Percent of Projects "At Risk"	5.70%	10.00%	-4.30%	43.00%	FY 09, Q2, Dec
•			Percent of Projects "Critical"	2.80%	0.00%	2.80%		FY 09, Q2, Dec
Maiı	ntain Reliable Infrastructure (40%)							
8	Δ₩		Name	Actual	Target	Variance	Variance %	Time Period
\	-		Percent Systems Availability	99.99%	100.00%	-0.01%	0.01%	FY 09, Q2, Dec
\	4	-	Percent Critical Applications Availability	99.99%	100.00%	-0.01%	0.01%	FY 09, Q2, Dec
3		<u></u>	# of Security Incidents	733,117.00				FY 09, Q2
Prov	/ide F	ligh (Quality Customer Service (40%)					
8	Δ₩		Name	Actual	Target	Variance	Variance %	Time Period
•	₩		Percent of Customer Service Requests Resolved	91.0%	85.0%	6.0%	7.1%	FY 09, Q3, Jan
	▼		Total Customer Service Requests - Resolved	5,280	0	5,280		FY 09, Q2
	A		Percent of Customer Requests Resolved - Urgent	54.5%	85.0%	-30.5%	35.9%	FY 09, Q2, Dec
•	^		Percent of Customer Service Request Resolved - High	90.0%	85.0%	5.0%	5.9%	FY 09, Q2, Dec
	₩		Percent of Customer Request Resolved - Medium	73.6%	85.0%	-11.4%	13.4%	FY 09, Q2, Dec
•	-		Percent of Customer Service Requests Resolved - Low	93.5%	85.0%	8.5%	10.0%	FY 09, Q2, Dec
	▼		Total Customer Service Requests -Open	867	525	342	65%	FY 09, Q2
Man	age t	he B	usiness (20%)					
000	△₩		Name	Actual	Target	Variance	Variance %	Time Period
\	A		Percent of Budget Expended	47.20%	50.00%	-2.80%	5.60%	FY 09, Q2
•			DIT Budget Expended	1,142,207,910.0%	1,209,856,670.0%	-67,648,760.0%	5.6%	FY 09, Q2

Metric Studio